

Registered agency:

SouthEast Housing Co-operative Ltd

Category of registration:

Housing provider (registered as at 21 November 2008)

Date of annual review:

18 November 2014 (incorporating 2013-14 annual reporting)

Performance against Performance Standards:

Governance	Met
Management of the Agency	Met
Probity	Met
Financial viability	Met
Risk management	Met
Tenancy management	Met
Housing management and maintenance	Met

Continuous Improvement:**Legislative compliance:****Performance improvement plan:**

Submit an asset plan with schedules and cost estimates for cyclical maintenance on the General lease properties. 30 June 2015

Inform the Housing Registrar if DHS approval is given for the First Street redevelopment project. During 2014-15

Improve vacant tenant turnaround times 30 June 2015

Engagement profile and plan:

Engagement profile Low

Schedule of meetings Next meeting September 2015



Anthony Hardy
Registrar of Housing Agencies

Key performance measures summary

The information is a guide and importantly, should only be considered within the context of the attached annual review report.

KPM	SouthEast Housing Co-operative			Similar agencies
	2011-12	2012-13	2013-14	2014-15
1 Regular board meetings (%)	100	100	100	98.5
2 Active board members (%)	82.7	88.9	88.9	88.4
3 Business plan and budget approval finalised within reasonable timeframe.	Yes	Yes	Yes	N/A
4 Staff turnover (%)	0	0	0	15.4
5 Senior staff turnover (%)	0	0	0	17.4
6 Turnaround time (VT) (days)	21	17	10	8
7 Void loss (VT) (%)	0.3	0.2	0.1	1
8 Rent outstanding from current tenants (%)	0.5	0.7	0.8	1.3
9 Arrears written off as bad debt (%)	0	0.1	0	1
10 Evictions (percentage of exits)	0	0	0	6.8
11 Tenancies maintained (%)	100	96.2	97.5	85.7
12 Current tenants owing more than 8 weeks (%)	0	0	0.6	1.4
13 Complaints from tenants/prospective tenants resolved within 30 days (%)	No complaints received	No complaints received	No complaints received	93.4
14 Tenants satisfaction – housing services (%)	89.4	90.8	95.5	92.2
15 Tenants satisfaction – consideration of views (%)	78.8	86.4	88.1	87.1
16 Urgent repairs resolved in 24 hours (%)	95.7	95.3	96.2	91.6
17 Non-urgent repairs resolved with 14 days (%)	98	97	95.5	97.6
18 Tenant satisfaction – maintenance (%)	81.8	84.9	92.5	87.6

Financial measures	SouthEast Housing Co-operative		
	2011-12	2012-13	2013-14
1 Current ratio (times)	3.7	4.9	4.1
2 Operating cash flow (\$)	308 000	331 000	595 000
3 Cash balance (\$ millions)	0.55	0.84	1.41
4 Net assets (\$ millions)	3.41	3.67	4.08
5 Income to expense	1.23	1.21	1.29

DISCLAIMER

Financial and non-financial reporting submitted to the Housing Registrar will be used for the annual regulatory review of the registered housing associations and providers. In completing this review, the Housing Registrar places reliance on the completeness and accuracy of information supplied to us by the agency and other parties. The information is used to inform our approach to regulation and to identify possible non-compliance with the legislative requirements and gazetted performance standards for further investigation.

The review report, and financial and other reporting templates assist us in our statutory duty of regulation of registered housing agencies. Our review report presents conclusions that we have reached regarding the agency's compliance. The Housing Registrar accepts no liability whatsoever for the accuracy or completeness of any information or assessment contained in the review report. No third party may rely on its contents, but must make its own investigations or enquiries.

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